

6 Notice to Customers

The laboratory's accrediting body requires that customers (officers, attorneys, etc.) be notified in certain circumstances listed below. Notification can be made on a case by case basis or through a general notification to all customers. This notice will serve as a general notification. Submission of evidence to the laboratory indicates agreement with these terms.

Each request for analysis is reviewed by crime laboratory personnel. This review ensures that the customer's needs are clear and that this laboratory can meet those needs.

This laboratory will determine the most appropriate method(s) of analysis based upon the information provided by the customer. Once the laboratory accepts a request for analysis, the accepted request is considered a contract between the requestor and the laboratory.

The laboratory may select the item(s) most appropriate for analysis or elect not to analyze all items based upon the needs and circumstances of the case. The laboratory does not consider this a change to the contract and does not require notice to the customer.

The customer will be notified if the proposed analysis requires the consumption of all the evidence.

The laboratory uses generally accepted methods that have been validated prior to use. However, policy does allow for deviations from procedure when necessary. Deviations are documented within the case record but may not be communicated on a case by case basis.